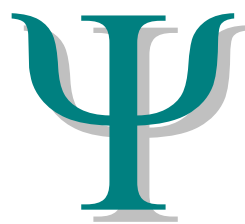




# **CALIFORNIA Board of Psychology**



**2004/2005  
Strategic Plan**

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## Introduction

The California Board of Psychology (BOP) was established in 1958 when the first psychologists were *certified* in the state. In 1967, the Psychology Licensing Law was enacted by the Legislature which: 1) defined and protected the practice of psychology, 2) protected the title “psychologist” and 3) changed certification to licensure. It was at this time that regulatory boards shifted their primary focus to protection of the public. The BOP is one of approximately thirty regulatory entities which exist under the organizational structure of the Department of Consumer Affairs (DCA). The BOP has a close and cooperative relationship with the DCA.

The BOP consists of nine members (five licensed psychologists and four public members) who serve four-year terms (a maximum of two terms). The Governor appoints the five licensed members and two public members. Another public member is appointed by the Senate Rules Committee, and the fourth by the Speaker of the Assembly. Public members cannot be licensed by the BOP or by any other DCA healing arts board. Board members are required to complete a Form 700 – Conflict of Interest Statement, and they are required to submit this statement to the Fair Political Practices Commission each year. Additionally, board members are required to complete ethics training every two years.

The BOP appoints an executive officer as its administrator. The executive officer serves solely in the interest of the consumers of psychological services in California as does the BOP. The executive officer oversees the board’s staff and ensures that all of its programs function efficiently and effectively.

The BOP is funded through license, application, and examination fees. The board receives no General Fund monies from the State of California.

*Licensed psychologists* may practice psychology independently. To become licensed, one must possess a doctoral degree in psychology, must have successfully completed 3,000 hours of qualifying supervised professional experience, pass the national Examination for Professional Practice in Psychology (EPPP), and pass the California Jurisprudence and Professional Ethics Examination (CJPEE). To renew a license, a psychologist must complete 36 hours of approved continuing education, which includes a four hour course in laws and ethics every renewal period, and take other supplemental coursework on various legislatively mandated topics.

*Psychological assistants* are unlicensed individuals who are registered to a licensed psychologist or to a board certified psychiatrist as an employee to provide limited psychological services under direct supervision. Psychological assistants must possess at least a qualifying master’s degree in order to qualify for registration.

*Registered psychologists* must possess a doctoral degree which meets licensure requirements and must have completed at least 1,500 hours of qualifying supervised

professional experience. Registered psychologists are permitted to function at non-profit community agencies which receive at least 25 percent of their funding from some governmental source. Registered psychologists may not function outside of this restricted and specifically defined setting.

## Mission

The California Board of Psychology protects the health, safety and welfare of consumers of psychological services.

## Vision

Psychological services provided to consumers should meet the highest professional ethical standards. The California Board of Psychology will assure the protection of consumers of psychological services through its licensing, enforcement, continuing education, and outreach programs. These programs will promote efficiency and effectiveness by capitalizing on evolving technologies.

## BOP Functions

The BOP is dedicated to ensuring that psychologists provide safe and ethical psychological services to consumers. The BOP's activities fall into four broad categories.

### ***Licensing and Examination***

The BOP ensures that those entering the profession of psychology possess minimal competency to practice psychology independently and safely pursuant to section 101.6 of the California Business and Professions Code. This is achieved by requiring applicants for licensure to possess an appropriate doctorate degree from an accredited educational institution or from certain California-approved schools and by requiring the completion of a minimum of 3,000 hours of qualifying supervised professional experience. Each license applicant must also pass the national EPPP and the California supplemental examination and take additional coursework on mandated topics.

### ***Enforcement***

The BOP's enforcement program is focused on protecting the consumer population from exploitative, incompetent and potentially dangerous licensees and from unlicensed individuals. The BOP investigates and mediates consumer complaints. Complaints involving minor concerns may be closed with a verbal or written warning, a competency examination or an educational review. Other more serious complaints may result in disciplinary action (including reprimand, probation, suspension, or revocation) against the licensee. Proven sexual misconduct with a patient results in mandatory license revocation by law. The board has the statutory authority to deny licensure or registration if the applicant is a registered sex offender. The board's citation and fine program and probation program provide other tools that expand enforcement options.

### ***Continuing Education***

Continued competency of licensees is assured through mandatory continuing education requirements. The law requires that licensees complete 36 hours of continuing education every two years prior to license renewal. The board's recognized accrediting agency is the California Psychological Association's (CPA) Mandatory Continuing Education Program Accrediting Agency (MCEPAA). The MCEPAA approves providers and courses pursuant to the board's regulations. Continuing education courses taken from other board-recognized entities can also be applied toward the continuing education requirements. The MCEPAA tracks units of continuing education earned by every psychologist and provides the board with monthly lists of those licensees who are deficient in the continuing education requirements. The board conducts a 100 percent audit on all licensees through this process. The BOP also requires every licensee to take a four hour course in laws and ethics every renewal period and ensures compliance with required training in any other specifically mandated topic areas.

***Education and Outreach***

The BOP ensures that information is available for consumers, licensees, registrants, applicants, students, etc., through the board's website, brochures, press releases, on-line verification of licensure and registration, and the board's newsletter, the BOP Update. In addition, the board educates the profession on the latest regulatory and legislative changes through the Internet and through speaking engagements at educational institutions, professional associations and other organizations. Also, every time the board publishes a newsletter, the Laws and Regulations book, or any publication with public interest, the Library Distribution Act requires copies of these publications to be sent to libraries throughout the state and available for use to the public at no charge.



## Strategic Goals

The BOP has established six strategic goals which provide the framework for furthering its mission.

### ***Goal 1 - Enforcement***

Ensure that negligent, incompetent, unethical and unlicensed practice of psychology is addressed through proactive, timely and consistent enforcement of the Psychology Licensing Law and the BOP's regulations. Effectively monitor all psychologists serving a probationary period with the board. Ensure that the program maintains a sufficient pool of qualified experts representing expertise in all areas of the practice of psychology for complaint review and expert testimony. Make all public enforcement information immediately and easily accessible to the public.

### ***Goal 2 - Licensing and Examinations***

Ensure that all applicants meet all statutory requirements for licensure and thereby are able to practice psychology with safety to the public. Incorporate the latest technology in administering examinations and utilize examination development and recognized validation methods. Collaborate with the Office of Examination Resources (OER) to ensure that the board's licensing examinations are in compliance with section 139 of the Business and Professions Code.

### ***Goal 3 - Continuing Education***

Ensure that all active licensees have completed 36 hours of continuing education. This must include the mandated four hours of continuing education in laws and ethics every renewal period as well as coursework in legislatively mandated topics. Coordinate with the board's recognized accrediting agency to identify those licensees who have not complied and warn those licensees who are not in compliance. Use citation and fine authority if warnings do not bring compliance.

### ***Goal 4 - Education and Outreach***

Educate consumers to help them make informed choices about psychological services. Educate licensees, applicants, trainees, and other members of the public on the current information about the laws and regulations pertaining to the practice of psychology.

### ***Goal 5 - Regulation and Legislation***

Ensure that the Psychology Licensing Law and the BOP's regulations are current and up-to-date, necessary, clear, and fair to consumers, applicants, licensees and registrants. Monitor all legislative/regulatory proposals and ensure that all workload and fiscal issues are anticipated.

### ***Goal 6 - Operational Improvement***

Increase organizational and operational efficiency and cost effectiveness including, but not limited to, the use of technology. Enhance the Consumer Affairs System (CAS) and the Applicant Tracking System (ATS). Cooperate with the DCA in the development and implementation of future licensing and enforcement systems.

## Action Plan

The action plan is an evolving framework for the activities that are conducted by the BOP in fulfilling its mission and meeting its goals.

## Enforcement Program

### **Goal 1 - Enforcement**

Ensure that negligent, incompetent, unethical and unlicensed practice of psychology is addressed through proactive, timely and consistent enforcement of the Psychology Licensing Law and the BOP's regulations. Effectively monitor all psychologists serving a probationary period with the board. Ensure that the program maintains a sufficient pool of qualified experts representing expertise in all areas of the practice of psychology for complaint review and expert testimony. Make all public enforcement information immediately and easily accessible to the public.

### **Board Committee Lead Responsibility**

Enforcement Committee

### **Strategic Objectives**

- 1.01 Having assumed the complaint process from the Medical Board of California (MBC), improve and document the complaint process to ensure that a timely, yet thorough review of all complaints received by the board is accomplished. (Target Date: 06/30/05)
- 1.02 Develop and document a mentoring process that utilizes current expert reviewers to prepare psychologists beginning service as expert reviewers for the board. (Target Date: 06/30/05)
- 1.03 Provide complaint form in Spanish language. (Target Date: 12/31/04)

### ***The following is a partial, non-exhaustive listing of Ongoing Objectives***

- Continue to respond and resolve complaints in a timely and efficient manner.
- Use available legal remedies to address unlicensed activity.
- Assure 100 percent probationer compliance.
- Offer board expertise and participation in any training for investigators, Deputy Attorneys General and Administrative Law Judges.
- Continue to report disciplinary actions to the Association of State and Provincial Psychology Boards (ASPPB) National Data Bank and the Healthcare Integrity and Protection Data Bank (HIPDB).
- Update Disciplinary Guidelines.
- Provide licensing and enforcement information on the board's website for consumer verification.
- Develop and monitor statistics on all enforcement activities.
- Continue to train and administer the expert component of the enforcement program.
- Ensure sufficient travel expenses for unplanned, unexpected in-state or out-of-state travel required for staff for testimony in court for administrative matters.
- Continue to ensure that complainants are notified of each significant stage in the administrative process (i.e. complaint received, investigation initiated, case closure, transmittal to AG, Accusation filed, Decision rendered).
- Ensure that all active probationers are interviewed each year to confirm compliance with all terms of probation.

- Ensure that a board representative meets with new probationers within 30 days of the effective decision date to fully explain the terms of probation.
- For educational purposes, provide information to all licensees who are the subjects of closed investigations where concerns were noted.
- Continue to update expert criteria guidelines.
- Work with DCA's Legal Office, APA, CPA and ASPPB to address internet issues regarding advertisements and the provision of psychological services across state lines.
- Consider new training methods for new expert case reviewers.
- Expand information provided to the public through the use of public disclosure screens.
- Enhance the Expert Review selection process and maintain a sufficient pool of qualified experts representing expertise in all areas of the practice of psychology for complaint review and expert testimony.
- Utilize two expert reviewers in all qualify of care complaints involving one patient.
- Make disciplinary documents available for download from the BOP's website.
- Ensure that the Psychology Licensing Law and the BOP's regulations are current and up-to-date.

#### ***Potential Performance Indicators***

- Number of victims coming forward to support ongoing cases.
- Number of repeat actions for unlicensed activities and formerly disciplined licensees/registrants.
- Website hits.
- Number of complaints filed, investigations opened, Accusations filed, Decisions rendered and citations issued.

## Licensing and Examination

### **Goal 2 - Licensing and Examinations**

Ensure that all applicants meet all statutory requirements for licensure and thereby are able to practice psychology with safety to the public. Incorporate the latest technology in administering examinations and utilize examination development and recognized validation methods. Collaborate with the Office of Examination Resources (OER) to ensure that the board's licensing examinations are in compliance with section 139 of the Business and Professions Code.

### **Board Committee(s) Lead Responsibility**

Credentials Committee  
Examination Committee

### **Strategic Objectives**

- 2.01 Incorporate competency based questions into the supplemental licensing examination (Target Date: 01/01/05)
- 2.02 Complete the rulemaking process regarding psychological assistant/ registered psychologist regulatory language (Target Date: 01/01/05)
- 2.03 Complete the rulemaking process regarding supervision regulatory language. (Target Date: 01/01/05)
- 2.04 Publish supervision brochure when new supervision regulations are final. (Target Date: 06/30/05)
- 2.05 Publish desk manuals for Licensing Analyst positions. (Target Date: 06/30/05)
- 2.06 Accept psychological assistant and registered psychologist initial applications and renewals electronically via the Internet. (Target Date: 06/30/07)

### ***The following is a partial, non-exhaustive listing of Ongoing Objectives***

- Maximize use of Internet and other technology to provide relevant and timely information to consumers, trainees, applicants, licensees, and registrants.
- Provide timely and quality responses and information regarding:
  - applications and processing;
  - renewals;
  - examinations;
  - license issuance; and
  - relevant records and retrieval ability; and
- Continue to enhance ATS and update the procedure manual as needed.
- Ensure that supervised professional experience requirements are relevant to the current practice of psychology.
- Develop, monitor and enhance statistics from the licensing program.
- Ensure that examination fees cover the costs of developing, purchasing, grading and administering the examinations.
- Conduct legally defensible examinations to test for minimal competency.
- Proactively communicate with psychology training programs and internships.
- Continue to provide on-line licensing/enforcement verification capability.

- Continue examination development through continued close collaboration with the DCA Office of Examination Resources (OER).
- Maintain a bank of valid questions for the CJPEE.
- Continually update applications for licensure and registration.
- Enhance supervised professional experience requirements.
- Monitor computerized administration of both the EPPP and the CJPEE.
- Maintain and enhance online licensing.
- Maintain manual for all historical board-approved and Legal Office interpretations of various laws and regulations concerning application processing.

***Performance Indicators***

- Processing time and increased quality review.
- Efficiency in examination scheduling and license issuance.
- Number and nature of telephone calls and e-mails to the BOP from applicants and initial licensees/registrants.
- Public feedback.
- Website hits.

## Continuing Education

### ***Goal 3 - Continuing Education***

Ensure that all active licensees have completed 36 hours of continuing education. This must include the mandated four hours of continuing education in laws and ethics every renewal period as well as coursework in legislatively mandated topics. Coordinate with the board's recognized accrediting agency to identify those licensees who have not complied and warn those licensees who are not in compliance. Use citation and fine authority if warnings do not bring compliance.

### ***Board Committee Lead Responsibility***

Continuing Education Committee

### ***Strategic Objectives***

- 3.01 Decide how to implement human diversity objectives. (Target Date: 08/31/04)
- 3.02 Complete the rulemaking process to increase the amount of distance learning accepted toward meeting continuing education requirements. (Target Date: 12/31/04)
- 3..03 Report to the board recommendations for a cohesive approach to continuing education. (Target Date: 04/30/05)

### ***The following is a partial, non-exhaustive listing of Ongoing Objectives***

- Update continuing education regulations as needed.
- Monitor conflict of interest issues between CPA and MCEPAA.
- Work with APA on common continuing education interests.
- Update procedure manual for Continuing Education Analyst as needed.
- Continue to provide feedback of course quality to MCEPAA.
- Ensure follow-up on all continuing education deadline notices in deficiency/warning letters.
- Warn those who are not in compliance with continuing education requirements and issue cite and fine for those who fail to come into compliance.
- Provide feedback to MCEPAA regarding performance issues.
- Consider other models of course/provider approval.
- Conduct ongoing review of the board's recognized accrediting agency.

### ***Performance Indicators***

- Number of continuing education deficient licensees.
- Number of consumer complaints alleging incompetence.
- Number of complaints by continuing education providers and participants.
- Website.
- Number and nature of telephone calls and e-mails to the board for general information.

## Education and Outreach

### **Goal 4 - Education and Outreach**

Educate consumers to help them make informed choices about psychological services. Educate licensees, applicants, trainees, and other members of the public on the current information about the laws and regulation pertaining to the practice of psychology.

### **Board Committee Lead Responsibility**

Consumer Education Committee

### **Strategic Objectives**

- 4.01 Identify consumer education and outreach agenda that fully addresses human diversity. (Target Date: 06/30/05)
- 4.02 Update and publish the board's consumer information pamphlet and address concerns of human diversity. (Target Date: 06/30/05)

### ***The following is a partial, non-exhaustive listing of Ongoing Objectives***

- Enhance and continuously update the board's Internet website to disseminate BOP information and educational materials to the public.
- Continue consultation relationship with DCA Communications and Education Division.
- Publish BOP Update.
- Continue speaking engagements with educational institutions, organizations, training programs and consumer groups.
- Continue with press releases for significant enforcement developments and board events.
- Ensure that information relating to the BOP's regulation of the profession of psychology is available for use by all who may be affected by the information.
- Maintain communication with other DCA boards, professional associations and educational institutions.
- Include summaries of statutory, regulatory and policy changes in BOP Update and website.
- Proactively communicate with psychology training programs and internships.
- Continue to offer on-line licensing and enforcement verification on the board's website.
- Increase public awareness of board functions through public presentations, Internet presence and BOP Update.
- Educate the profession on the risks of practicing without complying with all the laws affecting the current practice of psychology.
- Monitor content, accuracy and relevancy of the consumer educational brochure.
- For educational purposes, provide information to all licensees who are the subjects of closed investigations where concerns were noted.
- Monitor issues of public interest and respond.



***Performance Indicators***

- Inquiries to verify licensure.
- Coverage of BOP cases in response to press releases.
- Repeat offenses (e.g. violation of supervision regulations).
- Trends in applicant and licensee satisfaction surveys.
- Website hits.

## Regulation and Legislation

### **Goal 5 - Regulation and Legislation**

Ensure that the Psychology Licensing Law and the BOP's regulations are current and up-to-date, necessary, clear, and fair to consumers, applicants, licensees and registrants. Monitor all legislative/regulatory proposals and ensure that all workload and fiscal issues are anticipated.

### **Board Lead Responsibility**

Legislation Committee

### **Strategic Objectives**

- 5.01 Adopt regulations to require that licensees provide consumer information in the language spoken by their clients. (Target Date: 06/30/05)
- 5.02 Produce the sunset review report. (Target Date: 08/14/04)

### ***The following is a partial, non-exhaustive listing of Ongoing Objectives***

- Review and amend all regulations pursuant to the following six criteria:
  - 1. Necessity – Is there demonstrated evidence that there is a need for the regulation?
  - 2. Authority – Does the BOP have legislated authority to adopt the regulation?
  - 3. Consistency – Does the regulation conflict with other regulations or statutes?
  - 4. Clarity – Can the regulations be easily understood by those affected?
  - 5. Non-Duplicative – Do the regulations duplicate other regulations or statutes?
  - 6. Reference – Which statute does the regulation implement, interpret, or make specific?
- Update Disciplinary Guidelines.
- Enhance and improve supervision regulations.
- Amend regulations to improve and clarify the continuing education requirements and the requirements for supervised professional experience.
- Keep legislators informed about board's position on legislation and board regulation development which implements statutory requirements.
- Monitor relevant legislative/regulatory proposals and ensure that all workload and fiscal issues are anticipated.

### **Performance Indicators**

- Clarity in definition of the practice of psychology.
- Website hits.
- Issues raised in disciplinary proceedings.

## Operational Improvement

### **Goal 6 - Operational Improvement**

Increase organizational and operational efficiency and cost effectiveness including, but not limited to, the use of technology. Enhance the Consumer Affairs System (CAS) and the Applicant Tracking System (ATS). Cooperate with the DCA in the development and implementation of future licensing and enforcement systems.

### **Board Committee Lead Responsibility**

Executive Officer

### **Strategic Objectives**

6.01 Reduce storage costs and decrease access time to board records. (Target Date: 06/30/05)

### ***The following is a partial, non-exhaustive listing of Ongoing Objectives***

- Encourage staff training and development.
- Update board member and employee orientation package.
- Continue efforts to reduce costs of operations while improving performance.
- Review and evaluate budgetary documents to identify errors and potential cost-saving measures.
- Conduct periodic progress review of BOP's Strategic Plan to determine goal completion.
- Ensure equipment and technology are current.
- Amend employee duty statements and desk manuals as duties change.
- Update policy binder as needed.
- Ensure that the board's Personnel Committee provides an independent evaluation of the Executive Officer's performance annually.
- Provide staff with annual performance evaluations.
- Provide board member training as issues arise.
- Represent board at all necessary out-of-state and in-state ASPPB, APA, Council on Licensure, Enforcement and Regulation (CLEAR), etc. meetings with approval from Governor's Office.
- Send out annual reminders to all delinquent licensees.
- Review and evaluate efficiency of various DCA support services (renewal systems, cashiering, information services).
- Continually update agenda mailing list.
- Continue to offer on-line information on the board's website.
- Review and evaluate billing accountability and efficiency of MBC investigations.
- Review and evaluate billing accountability and efficiency of the Office of the Attorney General.
- Review and evaluate billing accountability and efficiency of the Office of Administrative Hearings.
- Review the progress of a different component of the Strategic Plan at each quarterly meeting.

- Enhance the Consumer Affairs System (CAS) and the Applicant Tracking System (ATS).
- Utilize technology wherever efficiencies can be achieved.
- Enhance method of evaluating performance of staff.

## Commonly Used Acronyms

ABPP.....	American Board of Professional Psychology
APA.....	American Psychological Association
ATS.....	Applicant Tracking System
ASPPB.....	Association of State and Provincial Psychology Boards
BCP.....	Budget Change Proposal
BOP.....	Board of Psychology
CAS.....	Consumer Affairs System
CJPEE.....	California Jurisprudence and Professional Ethics Examination
CLEAR.....	Council on Licensure, Enforcement and Regulation
CPA.....	California Psychological Association
CME.....	Continuing Medical Education
DCA.....	Department of Consumer Affairs
EPPP.....	Examination for Professional Practice in Psychology
HIPAA.....	Health Insurance Portability and Accountability Act
HIPDB.....	Healthcare Integrity and Protection Data Bank
MBC.....	Medical Board of California
MCEPAA.....	Mandatory Continuing Education Program Accrediting Agency
OER.....	Office of Examination Resources